

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:2706

ANSWERED ON:10.08.2005

QUALITY OF SERVICE PROVIDED BY MOBILE COMPANIES

Yadav Shri Parasnath

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Government is aware that most of the mobile telephone companies are providing poor service;
- (b) if so, the steps taken by the Government so far to improve the quality of mobile telephone services; and
- (c) the names of mobile companies against whom such complaints have been received during the last three years?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) No, Sir. Telecom Regulatory Authority of India (TRAI), monitors the performance of the mobile service providers, against the Quality of Service (QoS) benchmark notified by TRAI in QoS regulation, through quarterly monitoring reports obtained from operators. As per the Quality of Service (QoS) Performance Monitoring Reports for quarter ended March, 2005, majority of the mobile service providers are meeting most of the benchmarks prescribed by TRAI. The number of operators meeting the benchmarks for various parameters of QoS varies from 73.8% to 100% for different parameters.

(b) The QoS parameters issued in July, 2000 were reviewed by TRAI and revised QoS regulation was issued in July, 2005. Through this regulation TRAI has prescribed some new parameters for extensive monitoring of the cellular mobile network conditions and also to monitor responsiveness to the customer help lines of all operators. TRAI has held several meetings with senior management of service providers for addressing deficiencies in achieving QoS benchmarks.

(c) TRAI has received complaints from individual consumers against all service providers operating in different service areas during the last three years. Even though TRAI Act, 1997 prescribes that such complaints are to be handled by consumer courts, systemic complaints have been followed up and other complaints have been sent to operators to follow up.